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INSIDE THIS ISSUE...

Live Well Eating Well	2
Keeping Track of Belongings	2
Being Restraint Free and Low Rate of Falls	3
Classic Car Show	3
HEART Survey Results	4

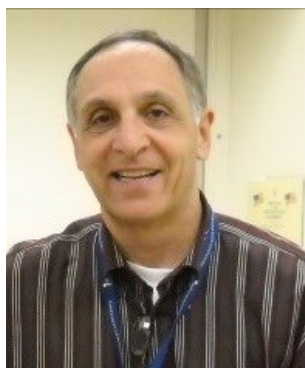


THE CUTTING EDGE

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From the Administrator



By now, many of you have learned of our journey; to earn the prestigious American Health Care Association's National Gold Quality Award. It is an arduous process and has many components to it, which ultimately show our effort and their results. One of the metrics relates to the results of our annual CDPH

survey. This year, Edgemoor received four minor deficiencies. These numbers indicate that our facility scored below the state and national average for the number of deficiencies given. It is a validation of the support and training of our staff, and the positive effect of their effort.

Each of you has an active voice in the process. Family members, residents and staff participate in surveys about our service, departments and food. We now have enough surveys completed to have established reference points and a way to compare our results to prior responses. Based on our indicators, we have the ability to alter our systems in an effort to

improve our performance.

Generally, our trends are positive, but we can always strive to improve.

As active participants, we want to let you see what the data says. We have created a display where we will be sharing with you, on a regular basis, the results of many of the areas we have measured. This is your opportunity to see our results, learn about the success we are having in improving service, and becoming a model home for our residents. The display is located in the entry hallway, on the way to the elevators. We encourage you to stop by regularly and see the progress we are making.

Live Well San Diego

Edgemoor is part of the County of San Diego, and we wanted to remind you of how that impacts our care. Our guiding principles are reflected in the County of San Diego Motto: "The Noblest Motive is the Public Good."

The primary reason Edgemoor is here is to care for the hardest to place long term medically challenged population.

That includes younger adult residents with multiple health problems that may need care for years. Most cannot find a home in the private nursing facilities within the County of San Diego. Edgemoor is the County safety net helping to care for those people who need it the most. Residents receive exceptional medical

care. Residents thrive with all the encompassing services they receive at Edgemoor. The County of San Diego has adopted a strategic plan focused on the concept of "Live Well San Diego"-- Healthy Safe and Thriving Communities in San Diego County. This is how we *Live Well San Diego*, here at Edgemoor.

Live Well - Eating Well

The County of San Diego has a long term vision for its residents; the campaign is titled "Live Well San Diego". It is about improving the health, safety and quality of life for San Diegans, as well as promoting growth for individuals and communities. Health being a major goal of this vision, the County has realized that food plays a major factor in health and well-being. Poor diet is 1 of 3 major factors that contribute to greater than 50% of the deaths in San Diego. This being said, the County is developing "Eat Well" standards. Guidelines that will help the residents of San Diego

to eat healthier, in order to prevent diet related diseases that contribute to morbidity.

Here at Edgemoor, we have been working to meet these recommendations. We have looked at all of the major entities that have recommendations for healthy eating, and have designed our menu to meet these recommendations. What we looked at were protein, vitamins, minerals, fat, saturated fat, trans-fat, cholesterol, sodium, MSG, GMOs, fiber, sugar, servings of fruits, vegetables, grains, whole grains and dairy. We revised

menus, recipes, serving sizes, brought in new products, spices, and changed methods of food preparation to help design a menu that is healthy, and appropriate for most individuals. This has allowed us to liberalize diets and offer items in moderation to individuals who could not have them in the past. Moderation is the key, as we still allow residents to make their own choices; we try to help them make healthier choices.

Keeping Track of Belongings

The holidays are approaching, and family members may be wondering what to buy their loved ones. Some ideas we suggest include: electric razors, electric toothbrushes, internet radios with headphones (get the kind that plug in to recharge batteries, rather than using disposable batteries), comfortable shoes, or washable clothing.

There are often lots of questions about personal items; such as, who is responsible to monitor them, what if they are lost, etc. Here is some information to help answer your questions.

Edgemoor only completes an inventory on admission and discharge. However, in between these times, residents may acquire, store, discard, break or use up many items. With 192 residents, you can imagine that it is hard to keep track of things.

Residents and their loved ones

are responsible for tracking their belongings. Ways to do this:

- Save your receipts, or take photos of items that are brought into the facility. Be sure to mark the photo with the date.
- Track when items are taken out of the facility.
- Store valuables in the locked drawer. Every resident room has one.
- Keep track of your belongings; don't lend or borrow personal belongings.
- Limit the number of valuables brought into the facility. If it is more than you can keep track of, it is probably too much!

Residents have expressed concern about expensive items like electronics, wheelchairs, etc.

Let us know if you are acquiring

an expensive item, so that we can offer help by:

- Making a copy of the invoice.
- Encouraging residents to put the copy or the original invoice, photograph or receipt inside their personal valuables folder, maintained by the Business Office.

Edgemoor staff's primary focus is on meeting the healthcare needs of all the residents; we cannot be responsible for taking care of electronics or personal items. Residents and their families/friends have to take the primary responsibility for these items. If they are lost or stolen, it is helpful if YOU have the receipt, the purchase date, model, serial number and photos to help our staff and the police in investigating.

EDGEMOOR LEADS CALIFORNIA AND THE USA IN BEING RESTRAINT FREE AND HAVING VERY LOW RATES OF FALLS WITH INJURIES!

Look at the graph below, "Residents Physically Restrained" which compares the rate of residents being restrained at Edgemoor to the rest of the state of California (red bars) and the nation (green bars) as a whole. Note that California has higher numbers than all states combined, but the rate is dropping. As there is more attention to the harms of restraint usage, nursing facilities all over the country are trying to reduce their use.

Can you see Edgemoor's rate? You might have trouble, because all you can see on the graph are tiny blue dots—our restraint rate is ZERO. We do not use any restraints at Edgemoor.

Edgemoor has been restraint free since 2007. Back then, we had about 16% of our residents restrained; we, like most other nursing homes, felt restraints were needed to keep residents safe.

However, there were studies that showed that restraints did not keep people safe. Those who were restrained sustained injury; trying to get out of them or got tangled up accidentally.

They could not move themselves, so their skin got irritated. Restraints made people feel agitated and unhappy, as they could not move freely.

We assembled groups of CNAs, nurses and physicians, together with physical therapists, and worked on each resident in order to find a way to care for them without restraint. We were able to reduce this number to zero, and have maintained this since 2007.

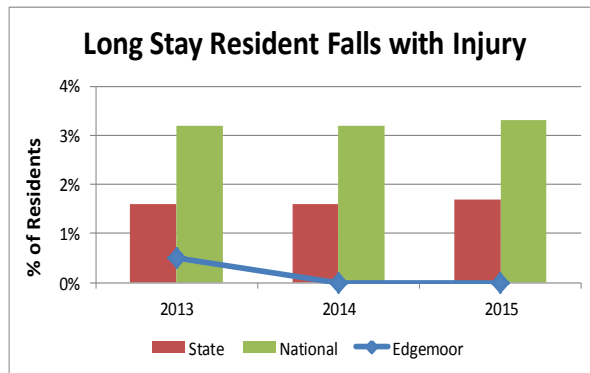
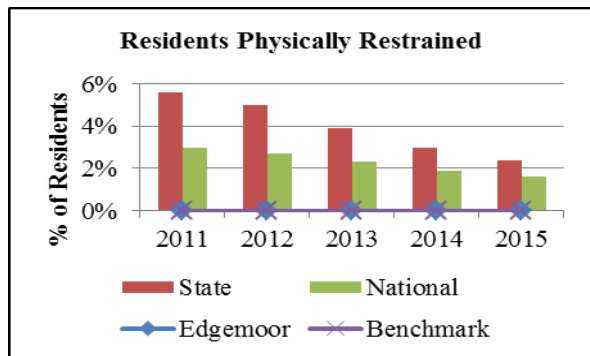
Many people worry that without restraints, people will fall; but you can see that our rate of falls is below the state and national averages. What is also exciting is how our fall rate continues to decline. How do we do it? We take residents who have a high

risk of falling, and we get to know them, their habits and what they want—we then make a plan to meet those needs. We find out when they are likely to fall, and we are there to offer help. Sometimes they still fall, but we do much more to ensure that the possibility is less likely.

Look at the graph below, which shows our fall rate. You can see falls have decreased. We reduced both falls AND restraints! The reduction in falls can be linked to the use of consistent assignments—staff who know the resident and are used to working together. We are proud of our staff for this low rate of falls!

The graph below depicts Edgemoor's low rate of long stay resident falls, with injury.

Source: LTC Trend Tracker – Quality Measure (All) Report (1st Quarter: Jan - Mar)



Classic Car Show

Halloween themed Classic Car Show was held October 30, 2015. A couple of our long time Volunteers, Richard Brown and Jim Craig, helped coordinate over fifty cars that were displayed. Most residents were given decorations for their wheelchairs. Many of the staff and volunteers came in costume,



Edgemoor's Family and Resident Satisfaction HEART Survey Results

Edgemoor is participating in an initiative to improve service to our customers; part of that initiative is to have HEART.

What is HEART? It is an acronym that reminds us of the importance of various elements of customer service.

H stands for helpfulness; we aim to be helpful to those we serve.

E stands for expertise; the knowledge and experience we have in taking care of those who are ill, in overcoming challenges in mental and physical health and in improving health. Another expertise we have at Edgemoor is working in teams. Every neighborhood really is a team; with a social worker, nursing supervisor, licensed nurse, dietician, nursing assistants and therapeutic recreation representative. These teams also include physical, occupational and speech therapists, and the three doctors who work in the facility. All of these people work together to provide the best care for the residents.

A stands for attentiveness; we are aware of your needs and wants, and listen to your point of view. Attentiveness means we know what your health issues are, as well as the challenges you face.

R stands for respect; we treat the residents and their families with dignity. Even though people are sick, they are still individuals and deserve privacy, some control over their lives, and to be treated as

adults.

T stands for timeliness; our services are delivered when they are needed. If you have a fever or chest pain, we should respond quickly. Also, we need to be on time to meetings, call you back timely, keep you updated on the condition of the resident and respond to complaints in a timely manner. All these are important ways that we want our staff to have HEART.

Twice this year, once in January and again in July, residents and families were given the opportunity to participate in completing a satisfaction survey. The questions on these surveys have been categorized within HEART; for example, *There is someone to help me when I have a question or need something* has been categorized as "helpfulness".

We have included the following past two survey results, categorized by HEART, to share how YOU think we are doing. It looks like we are improving in most areas, but we can still work to be better.

Enclosed in this mailing you will find a Survey with a return envelope. We ask that you return it as soon as possible. Please participate and let us know how we can better serve you and your loved ones, and in which areas we are excelling.

